\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**Title:** Generic Reports **eCoaching Log File Layout**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Prepared by: R&T Date: 03/22/2016

Department, Location: R&T – Oakdale

Approved by: Date:

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 4/11/2016 | Initial | Doug Stearns |
| 09/15/2016 | TFS3972 – eCL Attendance Feed | Doug Stearns |
| 12/08/2016 | TFS4916 – eCL Generic Feed  Modified 1 and 1.1 (removed OTH – Other)  Added 2 and 2.1 (included OTH – Other Generic) | Doug Stearns |
| 12/12/2016 | TFS4916 – eCL Generic Feed  Added number 18 – EmailSent to 2.1 | Doug Stearns |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# eCoaching Log Generic Other Reporting Data File Requirements

## The following chart defines the Generic Other Report Data File Elements and layout format for the eCoaching Log Generic other Report data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Generic report code that corresponds to the specific report and date.  (SEA – Seasonal Employee Attendance) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | SEA – Internal CCO Reporting |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation  SEA – Pending Acknowledgement |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created.  e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | strSubmitterName | 30 bytes, Alpha/Numeric | Name of the submitter |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter. |
|  | EmpID | 6 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 20 bytes. Alpha | Name of the CSRs site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | SEA – Opportunity |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching (Item Title, Days Overdue) |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |

# eCoaching Log Generic Reporting Data File Requirements

## The following chart defines the Generic Report Data File Elements and layout format for the eCoaching Log Generic Report data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Generic report code that corresponds to the specific report and date.  (OTH – Other Generic) |
|  | numModuleID | 1 byte,  Numeric | Module ID the log it to be generated in |
|  | strFormType | 20 bytes, Alpha/Numeric | Indirect |
|  | numSourceID | 3 byte,  Numeric | Source of coaching log  EC.DIM\_Source) |
|  | numisCSE | 1 byte,  Numeric | Whether log is Customer Service Escalation  1 = Yes  0 = No |
|  | numStatusID | 1 byte,  Numeric | Status of the evaluation  (EC.DIM\_Status) |
|  | numCRID | 2 bytes,  Numeric | Coaching reason ID for the log  (EC.DIM\_Coaching\_Reason) |
|  | numSubCRID | 3 bytes,  Numeric | Sub-coaching reason ID for the log  (EC.DIM\_Sub\_Coaching\_Reason) |
|  | Value | 20 bytes, Alpha\Numeric | Value for the coaching log  Opportunity  Reinforcement |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s |
|  | EmpID | 10 bytes. Alpha/Numeric | Employee ID of the recipient |
|  | LANID | 50 bytes. Alpha/Numeric | Employee LAN ID |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created. |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | SubmitterID | 10 bytes. Alpha/Numeric | Employee ID of the submitter  999999 |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching |
|  | Email Sent | 1 byte,  Numeric | Whether notification already completed  1 = Yes  0 = No |